

## Recover-all Service

Fast Recovery When You Need It Most

**digital**



### Sometimes the Unexpected Hits You Like a Bolt of Lightning

No one expects a catastrophic event, but accidents and natural disasters do happen. If you lose your computing power, that can be a catastrophe, too. Digital provides our service customers total protection with Recover-all.

Recover-all supplements your Digital Field Service agreement, guaranteeing that your computer operations will be restored quickly after your facility is damaged.

While your on-site service agreement covers mechanical and component failure, Recover-all protects your computer operation against damage caused by virtually any environmental or accidental occurrence; floods, earthquakes, fires, power failures, sprinkler and air conditioning malfunctions, vandalism, theft, even coffee spills.

Recover-all combines the asset recovery advantages of an insurance policy with Digital's quality service. Our service professionals will repair or replace your computer equipment — whatever it takes to get your system functioning.

### Highlights

- Ensures quick return to full computer operations in the event of a natural disaster or accident.
- Supplements Digital's on-site Field Service agreements.
- Covers repair of damaged computer equipment with no deductible and no depreciation expense.
- Covers replacement of unrepairable equipment, including delivery and installation.
- Includes protection for non-Digital equipment covered in your service agreement.
- Reimbursement for many expenses associated with getting your computer operation functioning at full capacity, including a temporary data processing location, removal of equipment and replacement of certain software.
- Convenient claim filing from one dependable source that understands the requirements of your single or multi-vendor computer environment.

### More Than an Insurance Policy

Recover-all takes insurance\* one step further. Not only are your assets protected, but you can count on Digital's service delivery capabilities to meet all your needs while you're coping with a very stressful situation.

Unlike insurance, there is no deductible or depreciation taken on your equipment. Digital will repair your computer equipment, or if it's damaged beyond repair, we'll replace it with comparable equipment that will get your system up and running — fast!

Recover-all enhances your DECservice, BASIC or Full System Service agreement. It covers damage caused by:

- Power failure
- Air conditioning malfunction
- Fire
- Earthquakes, flood and other natural disasters
- Theft
- Vandalism
- Accidental damage from beverage spills, etc.
- Sprinkler leakage, sewer back up and other plumbing accidents

### Quick and Comprehensive Coverage

During the process of repair and replacement of damaged equipment, Recover-all can help you keep your business running by providing reimbursement<sup>†</sup> for:

- Data processing at a temporary location.
- Removal of damaged equipment from your site.

■ Relocation of undamaged equipment that is in imminent danger and return of the equipment once your site is made safe.

■ Replacement of unmodified, licensed software that cannot be duplicated from back-up media. (Recover-all is not responsible for modified or custom-developed software.)

■ Replacement of discharged fire protection equipment.

Recover-all does not cover damage due to war or nuclear incident, unauthorized attempts to repair equipment, use of damaged or defective media or fraud. Also not covered are business interruption, gradual hardware and software deterioration, obsolescence, cosmetic damage or programming errors.

<sup>†</sup>Payment based on the liability limits of your policy.

### Recovery is Just a Phone Call Away

When you're coping with a disaster, you don't have time to wade through miles of paperwork and red tape. Recover-all makes claim processing simple.

All you do is call the same number that you usually call for routine service. Digital will take it from there.

A team of recovery experts will be alerted and every effort will be made to get your system back in operation.

Recover-all covers both the Digital and non-Digital equipment included in your on-site service agreement. This prevents

the confusion of having to contact each individual vendor of your damaged equipment to find out if you're covered. With Recover-all, you know you're covered.

Anytime you acquire new equipment, it can be added to your Recover-all policy with just a phone call.

### Single Source Coverage for a Multi-faceted Problem

Recover-all gives you added security. The same company that manufactures and maintains your equipment is the one that will be there when you need your damaged system back in operation.

Recover-all is cost-effective. For a minimal monthly fee you're guaranteed fast response, quality repairs by skilled engineers and most importantly, you'll have peace of mind.

Recover-all . . . your business depends on it.

\*Underwritten by the Insurance Company of North America and arranged by Johnson and Higgins.

The material in this document is for information only. Digital believes the information to be accurate as of its publication date; such information is subject to change without notice. Digital is not responsible for any inadvertent errors.

The following are trademarks of Digital Equipment Corporation: Recover-all, Digital and the Digital logo.